

Texas Department of Health EMS Offices

Central Office

Texas Department of Health
Bureau of Emergency Management
1100 West 49th Street
Austin, Texas 78756-3199
512/834-6700; Internet Address: <http://www.tdh.state.tx.us/hcqs/ems/emshome.htm>

Public Health Region 1

P.O. Box 60968 WTAMU Station
Canyon, Texas 79016; 806/655-7151

1109 Kemper
Lubbock, Texas 79403; 806/744-3577

Public Health Regions 2 & 3

1351 E. Bardin Rd., P.O. Box 181869
Arlington, Texas 76096-1869; 817/264-4404

4309 Jacksboro Hwy., Suite 101
Wichita Falls, Texas 76302; 940/767-8593

1290 S. Willis, Suite 100
Abilene, Texas 79605; 915/690-4410

Public Health Regions 4 & 5

1517 W. Front St.
Tyler, Texas 75702-7854; 903/533-5370

Public Health Region 6

5425 Polk St., Suite J
Houston, Texas 77023; 713/767-3333

Public Health Region 7

2408 S. 37th St.
Temple, Texas 76504-7168; 254/778-6744

Public Health Region 8

1021 Garner Field Rd.
Uvalde, Texas 78801; 830/278-7173

7430 Louis Pasteur
San Antonio, Texas 78229; 210/949-2050

Public Health Region 9 & 10

6070 Gateway East, Suite 401
El Paso, Texas 79905; 915/774-6200

2301 North Big Spring, Suite 300
Midland, Texas 79705; 915/683-9492

Public Health Region 11

601 W. Sesame Dr.
Harlingen, Texas 78550; 956/423-0130

1233 Agnes Street
Corpus Christi, Texas 78401; 361/888-7762



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EMS-008

8/98

Emergency Medical Services

Questions
that citizens
ask about
EMS

Emergency Medical Services

For information contact:

Questions that citizens ask about EMS

What is emergency medical services?

Emergency Medical Services, called EMS, includes everyone that an injured or ill person comes into contact with when that person receives emergency care, from the citizen who puts a compress on a bleeding injury, to the emergency medical technicians who stabilize and transport the injured person, to the ambulance—including equipment—that transports the victim, to the hospital itself and the physicians and nurses who specialize in emergency medicine.

What should I do if I see someone who needs emergency help?

There are several things the first person on the scene—called a “first responder”—can do. You can stop a victim’s bleeding, start CPR on a drowning victim, or do abdominal thrusts on a choking victim. And you should immediately get someone to call your local EMS.

What should I do when I call EMS?

Try to be calm or have a calmer person make the call and give whatever information the dispatcher asks for. That will probably include the address, a nearby cross street, your name, the phone number you are calling from, the name of the victim, and what is wrong with the victim. **Stay on the line** until the dispatcher tells you to hang up. This is important! Then have someone wait out near the street or in the parking lot to direct the emergency medical technicians (EMTs) to the victim. And teach your children how to call EMS—they may need to make the call for you someday.

I know that emergency medical technicians are trained to treat emergencies, but what about training for citizens? I’m not trained to do CPR.

The American Heart Association offers training in cardiopulmonary resuscitation—called CPR—and choking prevention. The American Red Cross offers training in CPR and first aid. You can get information about training from the local Public Health Region EMS office in your area. *(See next page.)*

I want to do more for EMS—what should I do?

Many parts of Texas are served by volunteer EMS groups. You could complete training and work as a volunteer. Some services use Emergency Care Attendants (40 hours of training) or Emergency Medical Technicians (120 hours), while other organizations rely on technicians with advanced skills—EMT-Intermediates (160 hours of training) and EMT-Paramedics (400 hours of training). This training is offered locally in most parts of the state at community and junior colleges, hospitals and other training groups. Your Public Health Region EMS office can help you locate this training.

A big part of what you can do for EMS is to support your local organization or help establish one if your community does not have an EMS. Local officials need to know that you place a high value on quality emergency medical care. Also, talk to your community decision-makers, help set up an EMS Council or urge your local EMS provider to do public education. Make quality EMS an important issue in your community.